Product Correction Notice (PCN)

Issue Date: **4-Nov-2013**
Supplement Date: **29-Sept-2014**
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PCN Number: **1946S**

SECTION 1 - CUSTOMER NOTICE

Products affected by this PCN:

The 1100 and 1200 Series IP Deskphones that support this SIP software are the 1120E, 1140E, 1165E*, 1220, and 1230 IP Deskphones. The Expansion Modules for the 1100 Series and 1200 Series are also supported for SIP platforms. (*The 1165E is not supported on IP Office or B5800.)

The 1100 and 1200 Series IP Deskphones SIP SW Release 4.4 and SIP SW 4.4 Service Pack 1 and 2 are compatible with the Avaya Call Servers listed below.

- Avaya Aura® 6.2 Feature Pack 2 (1220, 1230, 1120E, 1140E, 1165E)
  - Avaya Aura® Communication Manager 6.3
  - Avaya Aura® Session Manager 6.3 / 6.3.2
  - Avaya Aura® System Manager 6.3.2
  - Avaya G430/G450 Media Gateway 6.3
  - Avaya Aura® Conferencing 7.2
  - Avaya Aura® Presence Services 6.2
  - Avaya Aura® Messaging 6.2
  - Avaya Session Border Controller for Enterprise 6.2
  - Avaya one-X® Communicator 6.1.6
- Avaya Branch Gateway B5800 Release 6.2 (1220, 1230, 1120E, 1140E IP Deskphones only)
- Avaya Communications Server 1000 (CS1000) R7.6 (1220, 1230, 1120E, 1140E, 1165E)
- Avaya Communications Server 2100 (CS2100) Release SE13, SE16, SE17 (1220, 1230, 1120E, 1140E, 1165E IP Deskphones)

Description:

29-Sept-2014 Supplement 2
This supplement to PCN1946S announces a Software Service Pack 2 upgrade for SIP Software Release 4.4, used with the SIP-capable Avaya 1100 Series and 1200 Series IP Deskphones. This 1100 and 1200 Series SIP Software Release 4.4 Service Pack 2 (SIP 4.4.2) provides quality improvements based on internally found and customer reported issues.

29-Apr-2014 Supplement 1
Supplement 1 to PCN1946S announced a Software Service Pack 1 upgrade for SIP Software Release 4.4, used with the SIP-capable Avaya 1100 Series and 1200 Series IP Deskphones. The 1100 and 1200 Series SIP Software Release 4.4 Service Pack 1 (SIP 4.4.1) provided quality improvements based on internally found and customer reported issues.

Like the original SIP 4.4 software released in November 2013 which provided interoperability and support of the 1100 and 1200 Series SIP-capable IP Deskphones with Avaya Aura® Release 6.2 FP2 or higher, this latest Service Pack (SIP 4.4.2) is on Controlled Introduction for customers who are considering migrating existing 1100 and

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1200 Series IP Deskphones to Aura. This Controlled Introduction status is required only to ensure customers who are considering moving to Aura have access to the available information and resources to ensure a successful migration. SIP 4.4.2 is generally available for customers who have already migrated to Aura.

SIP 4.4.2 is Generally Available without restriction for customers using 1100 and 1200 Series IP Deskphones with SIP Software as a Maintenance Release on other supported platforms, including the CS1000, CS2100, and B5800. See the compatibility list below for an Interoperability Matrix for Avaya Call Server Platforms. IP Office customers should review IP Office release material for the supported 1100 Series and 1200 Series SIP Software Release on that platform.

See the Readme Document for 1100 and 1200 Series IP Deskphones SIP SW R4.4.2 for a summary and description of feature enhancements, quality improvements, and Product Advisements relevant to this Software Service Pack Release. Use the link below to access the Avaya Support portal to download the software files and Readme Document associated with this 1100 / 1200 Series IP Deskphones SIP SW R4.4 Service Pack 2.

http://support.avaya.com

Select “Downloads & Documents’, and then enter the product name "1100 Series IP Deskphones’, or ‘1200 Series IP Deskphones’, or select from the product list shown. In the pull down menu for ‘Release’, select ‘SIP 4.x’ to access the software files and Read Me document for SIP Software Release 4.4 Service Pack 2.

Level of Risk/Severity Class 1=High Class 2=Medium Class 3=Low

Class 3 – for use as a Maintenance Release with CS1000, CS2100, B5800, or for use by customers migrating to Avaya Aura from CS1000 or other Avaya (formerly Nortel Call Server platforms). Note that 1100 and 1200 Series IP Deskphones SIP SW R4.4 including SIP SW 4.4.1 and SIP SW 4.4.2 software upgrades are on Controlled Release for customers planning to migrate and re-use their existing IP Deskphones with Avaya Aura. SIP 4.4.2 is generally available for customers who have already migrated to Aura.

Is it required that this PCN be applied to my system?

For Customers using 1100 and 1200 Series IP Deskphones with SIP software on supported call servers other than Avaya Aura, Avaya recommends that customers upgrade both new and installed 1100 and 1200 Series IP Deskphones to this SIP 4.4 Service Pack 2 as a software maintenance release at their earliest convenience.

Customers interested in migrating existing 1100 / 1200 Series SIP-capable IP Deskphones to Avaya Aura from CS1000 or other Avaya (formerly Nortel) Call Server platforms, should be aware that this 1100 and 1200 Series SIP SW R4.4 Service Pack is released under a Controlled Introduction, to ensure that customers are fully prepared for the one-time migration activity and are aware of any changes in feature support that may result from migrating and re-using the IP Deskphones on Avaya Aura.

The risk if this PCN is not installed:

Customers already using 1100 and 1200 Series IP Deskphones with SIP software on supported call servers will not have access to the quality improvements that have been addressed with this latest Software Service Pack.

Customers who want to migrate their existing 1100 / 1200 Series IP Deskphones to Avaya Aura from CS1000 or other Avaya (formerly Nortel) Call Server platforms must upgrade the IP Deskphones to this SIP SW R4.4.2 version to access supported features, quality improvements, and to receive

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	support from Avaya. SIP SW R4.4 is the minimum software release for 1100 /1200 Series SIP-capable IP Deskphones to be supported with Avaya Aura. It is recommended that customers using the 1100 and 1200 Series IP Deskphones with Aura upgrade to this latest SIP 4.4.2 Service Pack as soon as possible.
Is this PCN for US customers, non-US customers, or both?	Both
Does applying this PCN disrupt my service during installation?	To minimize service disruption, applying the Software Upgrade to 1100 and 1200 Series IP Deskphones should be a planned activity. Customers who want to move to Avaya Aura and re-use their existing IP Deskphones will need to undertake a one-time migration activity to upgrade Device Configuration information in the IP Deskphones and to create User Profile and desired Features in System Manager similar to a new installation.
Installation of this PCN is required by:	Customer and/or Avaya Authorized Partner.
Release notes and workarounds are located:	Additional information is included in the Readme Document included with the Software Package that is available at http://support.avaya.com/

What materials are required to implement this PCN (If PCN can be customer installed):	Download the software files for the 1100 / 1200 Series IP Deskphones, including the Readme document from the Avaya support portal.
	For more details refer to the User Guides and Administration Guides that can be downloaded from http://support.avaya.com as follows:
	
	The following documents describe IP Deskphone usage and administration when connected to an Avaya Aura Call Server Platform
	
	• User Guides
	  ○ Avaya 1120E IP Deskphone with SIP Software on Avaya Aura User Guide, 16-604273
	  ○ Avaya 1140E IP Deskphone with SIP Software on Avaya Aura User Guide, 16-604274
	  ○ Avaya 1165E IP Deskphone with SIP Software on Avaya Aura User Guide, 16-604275
	  ○ Avaya 1220 IP Deskphone with SIP Software on Avaya Aura User Guide, 16-604276
	  ○ Avaya 1230 IP Deskphone with SIP Software on Avaya Aura User Guide ,16-604277
	• Quick Reference Guides
	  ○ Avaya 1120E IP Deskphone with SIP Software on Avaya Aura Quick Reference Guide

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- Avaya 1140E IP Deskphone with SIP Software on Avaya Aura Quick Reference Guide
- Avaya 1165E IP Deskphone with SIP Software on Avaya Aura Quick Reference Guide
- Avaya 1220 IP Deskphone with SIP Software on Avaya Aura Quick Reference Guide
- Avaya 1230 IP Deskphone with SIP Software on Avaya Aura Quick Reference Guide

- Admin Guides
  - SIP Software for Avaya 1100 Series IP Deskphones-Administration, NN43170-600
  - SIP Software for Avaya 1200 Series IP Deskphones-Administration, NN43170-601

The following documents describe IP Deskphone usage and administration when connected to an Avaya CS1000 Call Server Platform

- User Guides
  - Avaya 1120E IP Deskphone with SIP Software User Guide, NN43112-10
  - Avaya 1140E IP Deskphone with SIP Software User Guide, NN43113-101
  - Avaya 1165E IP Deskphone with SIP Software User Guide, NN43170-100
  - Avaya 1220 IP Deskphone with SIP Software User Guide, NN43170-101
  - Avaya 1230 IP Deskphone with SIP Software User Guide, NN43170-102
- Quick Reference Guides
  - Avaya 1120E IP Deskphone with SIP Software Quick Reference Guide
  - Avaya 1140E IP Deskphone with SIP Software Quick Reference Guide
  - Avaya 1165E IP Deskphone with SIP Software Quick Reference Guide
  - Avaya 1220 IP Deskphone with SIP Software Quick Reference Guide
  - Avaya 1230 IP Deskphone with SIP Software Quick Reference Guide
- Admin Guides
  - SIP Software for Avaya 1100 Series IP Deskphones-Administration, NN43170-600
  - SIP Software for Avaya 1200 Series IP Deskphones-Administration, NN43170-601

These documents can be found on the Avaya Support Portal at: http://support.avaya.com. At the top, select 'Documentation' and enter '1100 Series IP Deskphones', or '1200 Series IP Deskphones' in the product selection box. This will provide a list of all the Administration and System Programming documents, and User Guides in multiple languages for use with the different supported Avaya Call Servers.

How do I order this PCN (If PCN can be

The 1100 and 1200 Series IP Deskphones SIP SW R4.4 Service Pack 2 (SIP 4.4.2) is available for download from http://support.avaya.com Select "Downloads & Documents', and then enter the product name "1100 Series IP Deskphones', or '1200 Series IP Deskphones'. Using the pull down 'Release' tab, select 'SIP 4.x' to access the software files, language files, and Read Me document associated with this SIP SW 4.4 Service Pack 2 (SIP 4.4.2).

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customer installed):	This release is being provided as a no charge update to all customers.
Finding the installation instructions (If PCN can be customer installed):	Installation instructions are included in the documents listed above, and located online at the link noted above. Information on how to complete the one-time migration activity is contained in the Technical Transfer presentation listed above.

SECTION 1A – SOFTWARE SERVICE PACK INFORMATION

Note: Customers are required to backup their systems before applying the Service Pack.

How to verify the installation of the Service Pack has been successful:	Please refer to the documentation listed in this PCN.
What you should do if the Service Pack installation fails?	Please refer to the documentation listed in this PCN.
How to remove the Service Pack if malfunction of your system occurs:	Please refer to the documentation listed in this PCN.

SECTION 1B – SECURITY INFORMATION

Are there any security risks involved?	N/A
Avaya Security Vulnerability Classification:	N/A
Mitigation:	N/A

SECTION 1C – ENTITLEMENTS AND CONTACTS

Material	This 1100 and 1200 Series IP Deskphone SIP SW R4.4 Service Pack 2 is available for download from

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Coverage Entitlements:

http://support.avaya.com Select "Downloads', and then enter the product name "1100 Series IP Deskphones', or '1200 Series IP Deskphones'. Using the pull down 'Release' tab, select 'SIP 4.x' to access the software files, language files, and Read Me document associated with this SIP SW 4.4 Service Pack 2. This release is being provided as a no charge update to all customers.

Avaya Customer Service Coverage Entitlements:

Avaya is issuing this PCN as installable by the customer. If the customer requests Avaya to install this PCN, it is considered a billable event as outlined in Section 4 (*Software Updates and Product Correction Notices*) of the Avaya Service Agreement Supplement (Full Maintenance Coverage) unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product Correction Support offer, although the one-time migration activity to move existing IP Deskphones to Aura is not covered.

Additionally, Avaya on-site support is not included. If on-site support is requested, Avaya will bill the customer current Per Incident charges unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product Correction Support offer.

Customers under the following Avaya coverage: -Full Coverage Service Contract* -On-site Hardware Maintenance Contract*	
Remote Installation	Current Per Incident Rates Apply
Remote or On-site Services Labor	Current Per Incident Rates Apply

- Service contracts that include both labor and parts support – 24x7, 8x5.

Customers under the following Avaya coverage: -Warranty -Software Support -Software Support Plus Upgrades -Remote Only -Parts Plus Remote -Remote Hardware Support -Remote Hardware Support w/ Advance Parts Replacement	
Help-Line Assistance	Per Terms of Services Contract or coverage
Remote or On-site Services Labor	Per Terms of Services Contract or coverage

Avaya Product Correction Notice Support Offer
The Avaya Product Correction Support Offer provides out-of-hours support for remote and on-site technician installable PCNs, and Avaya installation for all Avaya issued PCNs that are classified as "Customer-Installable". Refer to the PCN Offer or contact your Avaya Account Representative for complete details.

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Avaya Authorized Partner Service Coverage Entitlements:	**Avaya Authorized Partner** Avaya Authorized Partners are responsible for the implementation of this PCN on behalf of their customers.
Who to contact for more information:	If you require further information or assistance please contact your Authorized Service Provider, or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support Terms of Use.

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